

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF PUBLIC HEALTH

NOTICE OF PUBLIC HEARING ON PROPOSED AMENDMENTS TO
REGULATIONS ENTITLED HEALTH INSURANCE CONSUMER
PROTECTION REGULATIONS
(105 CMR 128.000)

Notice is hereby given pursuant to M.G.L. c. 30A, s. 2, that the Department of Public Health will hold a public hearing to receive written and oral testimony on proposed amendments to regulations entitled Health Insurance Consumer Protection Regulations (105 CMR 128.000).

The proposed amendments will correct typographical errors, add or clarify definitions, and clarify or expand requirements for carriers in the following areas: clarify that the 30-day grievance resolution period does not begin to run until an insured has notified the plan that he is not satisfied with the response to an inquiry; clarify requirements for written waivers of time periods; explicitly require carriers to notify insureds about the right to an expedited appeal; clarify carriers' responsibilities regarding the provision of medical records to the external review agency; require requests for continuation of services to be made within 48 hours of the receipt of the final adverse determination; require carriers to extend the opportunity for standing referrals to services that require authorization from a utilization review organization rather than a primary care physician; and require a carrier to designate an individual with authority to approve claims that are the subject of appeals to the Office of Patient Protection.

The hearing will be held April 12, 2002 at 1:00 p.m. at the Department of Public Health, Public Health Council Room, 250 Washington Street, Boston.

Submissions made prior to or after the public hearing should be delivered to Karen Granoff, Office of Patient Protection, Department of Public Health, 250 Washington Street, Boston, MA 02108. Speakers are requested to provide a written copy or summary of their statements at the hearing. All written testimony must be submitted by 5:00 p.m. on April 19, 2002.

Copies of the regulations may be obtained from LouAnn Stanton, Office of the General Counsel, at 617-624-5220.

[Signed March 11, 2002]